

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6467

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
240141	9/7/2011	8/19/2011	9/8/2011	8/14/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jesse	Ramirez	26735 Trinidad St.	Hayward	CA	94545		H 510-887-4843

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

8/19/11: Jesse's wife, Jenny, called & stated that her husband was using rifle in 8/14/11 & had a FBC. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	n/a	G6516353	DZ	11/21/2005 2:44:17 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/1/2011	GRAVEL AGENCY	AFT MKT STK	N			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						

**Repair/Replacement Cost Repair/Replacement Date**

8/19/11: Mailing ARS, letter, form. Box order# 1243741. df 9/23/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. Customer apprvd & paid by check. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 223 REM
	Date Code		DZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	

Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	---Select---	AFT MKT
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		AFT MKT STK

COPY

241  
029/05  
54  
008

6467

August 19, 2011

Jesse Ramirez  
26735 Trinidad St.  
Hayward, CA 94545  
Phone: 510-887-4843

Ref: # 6467, Model 700, Serial # G6516353

Dear Mr. Ramirez,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

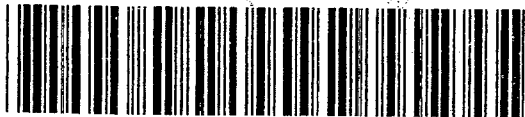
**Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

Number: G6516352

Model: 700



RE00240141

could not duplicate concern.  
can offer to replace TPA, clean  
treat line at 1/2 normal cost.

Quote

RECEIVED  
SEP 21 2011

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

BY:.....

Print

Reset

<b>Model</b> Number: 700		<b>Serial</b> Number: C6516358	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
<b>Name:</b> JESSE RAMIREZ		<b>Date of Purchase:</b> C3-11	
<b>Address (no PO Boxes):</b> 26735 TRINIDAD ST.			
<b>City:</b> HAYWARD		<b>State:</b> CA	<b>Zip:</b> 94545
<b>Phone</b> (Daytime): 510-887-4843		<b>Fax:</b>	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent)			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> While when I closed the bolt a round went off. I never heard the trigger.			
500 characters left			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b>		<b>Type:</b>	
Other (i.e. bullet weight/type, shot size, powder):			
<b>Handload Information:</b>			
<b>Powder Used:</b>		<b>Powder Weight:</b>	
<b>Case/Hull Used:</b>		<b>Primer Used:</b>	
<b>Bullet Type/Shot Size:</b>		<b>Reloader Used:</b>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <i>every time I use it</i>
How often do you clean the action? (Months or Number of rounds) <i>every time I use it</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>every time I use it</i>
Brand of lubricant used: <i>REM OIL</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>every time I use it</i>
How often do you lubricate the action? (Months or Number of rounds) <i>every time I use it</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>every time I use it</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>never</i>
What were the services performed? <i>N/A</i>
Ship your INSURED firearm by either UPS or Parcel Post to:
<p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>
<p><input type="checkbox"/> <b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	8/19/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
<b>MEDIA COORDINATOR TO MAIL</b>		<b>I WILL MAIL</b> <b>XXXXXX</b>	
DESCRIPTION: Ref# 6467 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Jesse Ramirez  
26735 Trinidad St.  
Hayward, CA 94545  
Phone: 510-887-4843

RETURN ITEM TO Remington Arms  
Attn: Product Service  
Ilion, NY

**PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR**

4XX596 AUG 19, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066854832  
REF 1: JESSE RAMIREZ/CD/DMF  
REF 2: REF#6467/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 12.80	PUB+HANDLING	12.80	



106616352  
Rifle 700  
REC0240141







